



# SMARTCODE 910

TOUCHPAD ELECTRONIC DEADBOLT

## Troubleshooting and FAQ Guide

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# 1 Frequently Asked Questions

How long will the lock operate on a set of batteries?

Based on 10 operations per day, a single, new set of Alkaline batteries will operate the lock for over a year.

What type of batteries do you recommend?

For best results, use new non-rechargeable Alkaline batteries only.

I am planning to be away for several months. Will my lock operate when I get back?

When the system is idling, it consumes minimum power (very close to battery shelf life.) With alkaline batteries, the lock should be operable after years of idle.

I replaced my batteries less than a year ago and need to replace them again.

Check your door alignment. If the deadbolt makes several unsuccessful attempts to lock or unlock the door, it may mean that the door is warped and the latch does not line up correctly with the strike. Operating the lock excessively reduces battery life. Avoid turning on the keypad light unnecessarily.

What settings should I use to get the maximum battery life out of my lock?

Set switches #1, #2, and #3 to the OFF position.

## 2 Door Handing

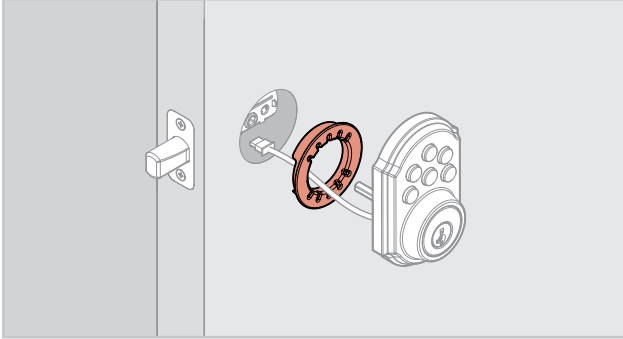
### A The lock jams and the turnpiece does not rotate smoothly.

The door handing process was not executed during installation.

Perform the door handing process in the Installation Guide.

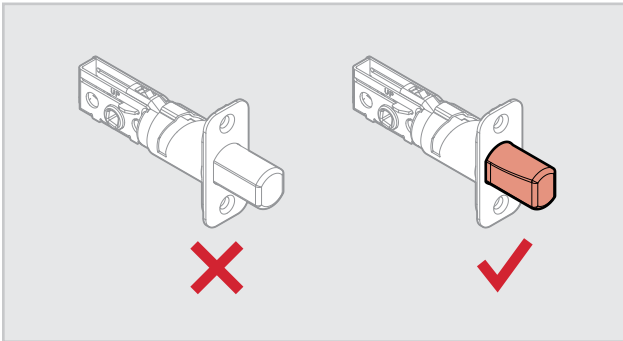
The hole in the door is misaligned.

Disassemble the lock, and reinstall it without the adapter ring on the exterior side of the door.



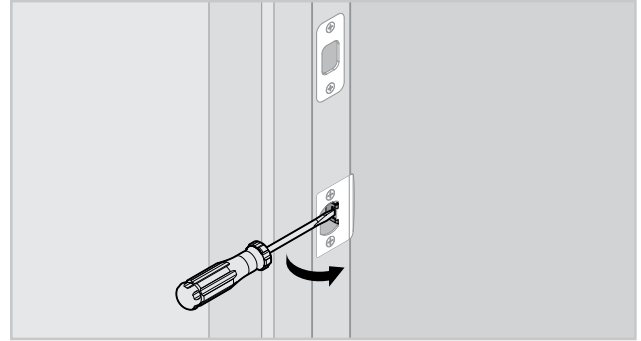
The wrong deadbolt latch is installed.

SmartCode deadbolts require a tapered latch bolt for ease of operation. If the latch being used is from an older lock, it will likely not have a tapered latch bolt. Remove the lock from the door, including the old latch. Replace with the new latch and reinstall the lock.



The deadbolt latch and strike are misaligned, causing the latch to bind.

Adjust the tang of the lower strike (for your knob or lever) to help align the upper latch and strike so that the latch bolt enters the strike when the door is locked. If this does not help, adjust the position of the upper strike.



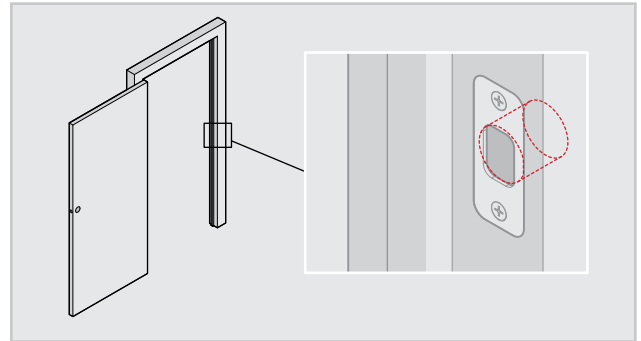
The lower latch and lower strike (for your knob or lever) are misaligned, putting too much load on the deadbolt latch.

As a test, rotate the turnpiece on the deadbolt so the latch is retracted (unlocked), and close the door. If you have to push, pull or lift the door to get it to close, make one or more of the following adjustments:

- Tighten your hinge screws.
- Adjust your stop molding.
- Make sure your lower spring latch engages with the center of its strike.
- Make sure your strike opening is free of obstruction.

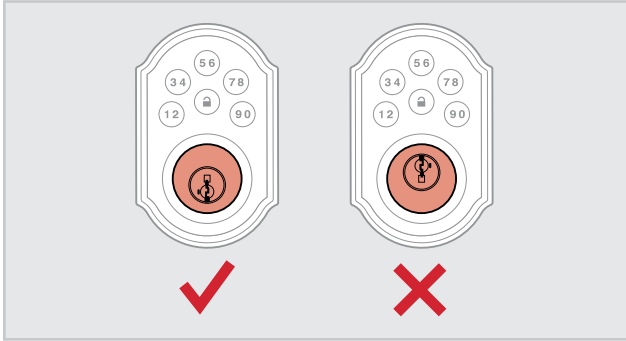
The hole in the door frame for the latch bolt is not drilled deep enough.

Make sure the hole in the door frame is drilled at least 1" (25 mm) deep.

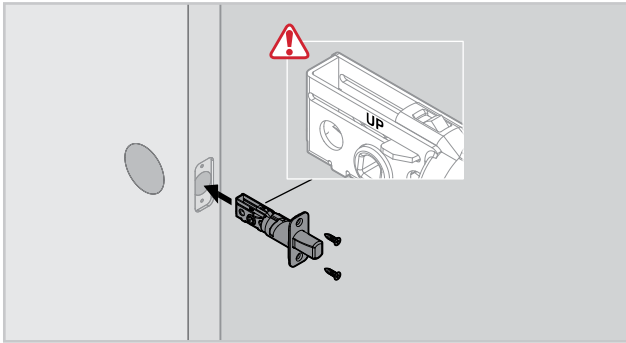


The latch is installed upside down.

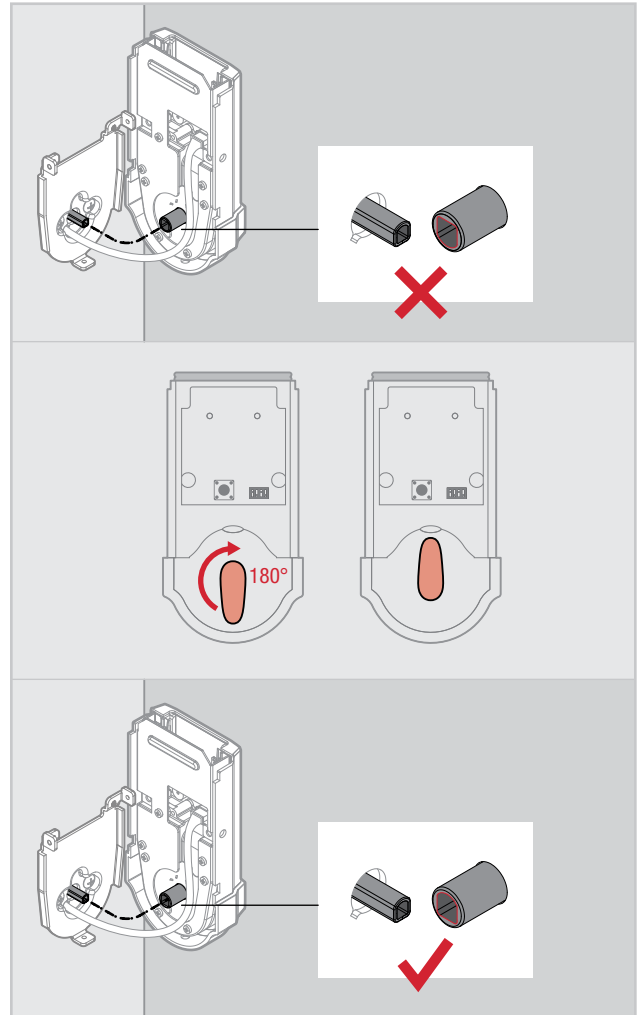
A quick way to tell that the latch is upside down is to look at the face of the cylinder. If it is upside down, the latch is installed upside down.



Remove the entire lock assembly from the door, including the latch. Reinstall the latch, making sure the word "UP" faces upward.



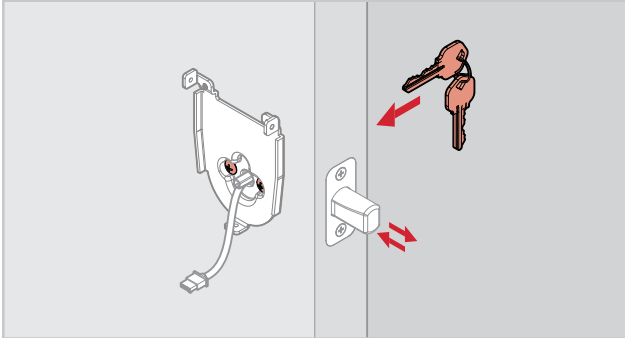
Reinstall the lock. If the turnpiece does not align with the torque blade, rotate the turnpiece 180° clockwise (you will need to use force when rotating the turnpiece, and you will hear it click).



Perform the door handing process once the lock is fully installed.

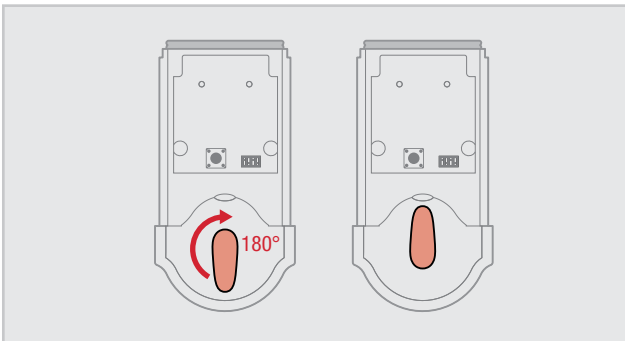
The mounting plate is placing tension on the torque blade.

Attempt to lock and unlock the door with the key. If it is unable to rotate, remove the interior assembly from the mounting plate. Test the key again. If it is still unable to rotate, loosen the screws on the mounting plate and reposition the plate so there is no tension on the cylinder torque blade. Make sure the latch bolt can operate smoothly with the key and reinstall the interior assembly.

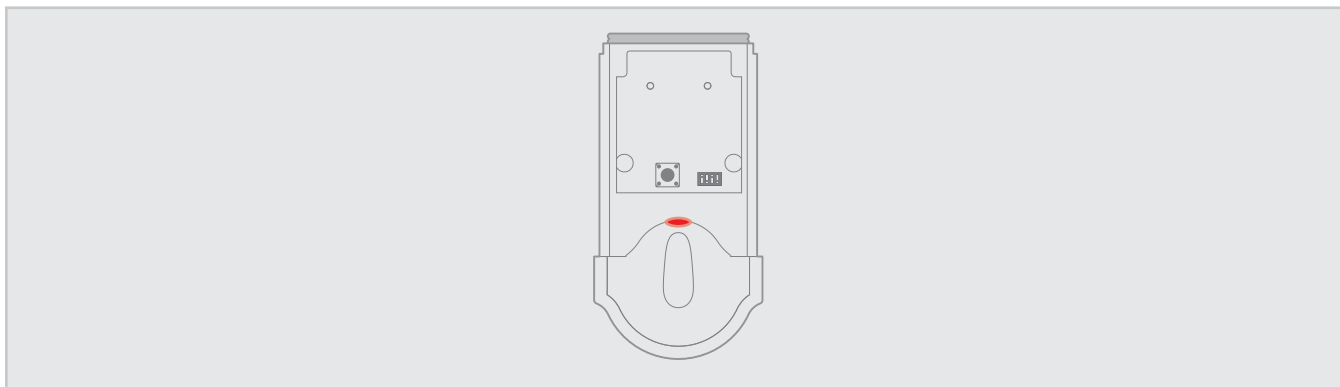


The clutch is disengaged.

Remove the interior assembly from the door. Verify that the lock can be operated smoothly with the key while the interior is removed. Attempt to rotate the turnpiece on the interior assembly. If it does not rotate smoothly, the clutch has become disengaged. Simply rotate the turnpiece 180° clockwise (you will need to use force when rotating the turnpiece, and you will hear it click). This will re-engage the clutch. Reinstall the interior assembly on the door.



**B** The Status LED is solid red after the door handing process.



The lock interior is not mounted perpendicular to the ground.

Remount lock interior assembly as illustrated in the Installation Guide.

The hole in the door is misaligned.

Disassemble the lock, and reinstall it without the adapter ring on the exterior side of the door.

The latch is installed upside down.

See page 4.

The battery level is too low.

Use a fresh set of batteries, and perform the door handing process again.

The latch and strike are misaligned, causing the latch to bind.

If you have not already done so, perform the door handing process while the door is open. If it is successful only when the door is open, the latch and strike are not aligned as they should be. Ensure door preparation is in accordance with the door drilling instructions, available online.

**C The deadbolt latch does not extend or retract on its own during the door handing process.**

The door handing process was not performed correctly.

Make sure to press and hold the Lock button until the battery pack is fully inserted into the interior assembly and the latch bolt starts to move on its own.

The latch is installed upside down.

See page 4.

The mounting plate is placing tension on the torque blade.

See page 5.

The clutch is disengaged.

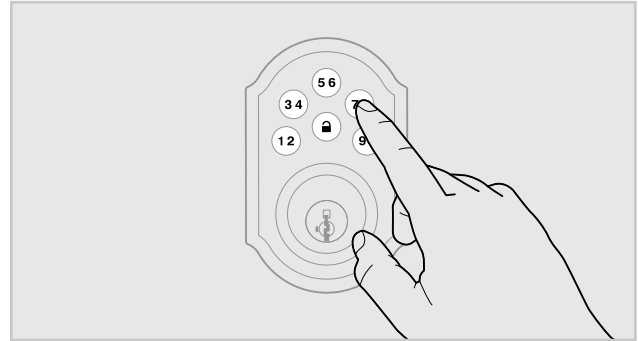
See page 5.

The latch and strike are misaligned, causing the latch to bind.

If you have not already done so, perform the door handing process while the door is open. If it is successful only when the door is open, the latch and strike are not aligned as they should be. Ensure door preparation is in accordance with the door drilling instructions, available online.

The keypad is unresponsive.

Make sure switch #3 is on. Use a fresh set of batteries and perform the door handing process. If the latch does not extend or retract, and the lock does not beep, press each individual key on the keypad (one at a time) and listen for beeping sound. If no beeping is heard, this is a keypad error. Contact Technical Support for further troubleshooting.



## 3 Z-Wave/ZigBee Communication

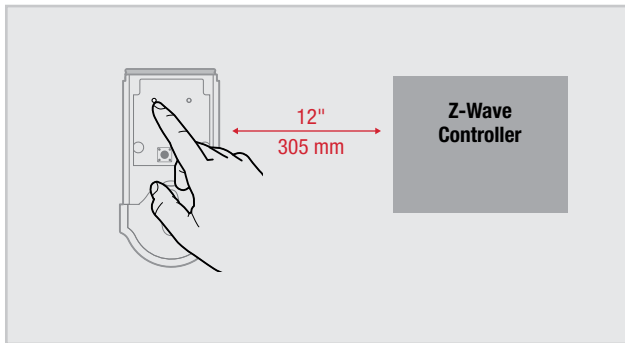
### A The lock fails to include at the controller.

The lock was not excluded from another network before being included in the new network.

Perform the exclusion process to remove it from any other network. Then, perform the inclusion process again.

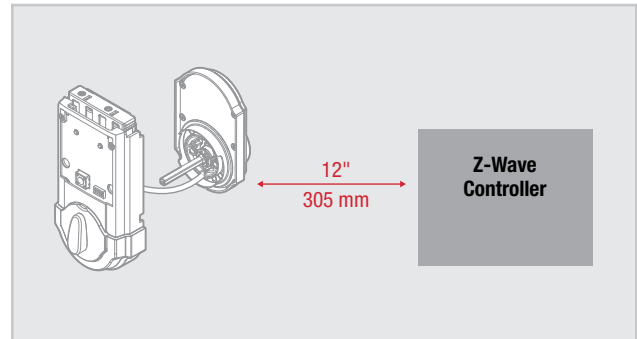
The lock is not close enough to the controller.

Some Z-wave controllers require that the lock be 12" away from the controller during the inclusion process. If the lock has already been installed on the door, remove the interior assembly from the mounting plate. Make sure the batteries are installed, and bring the interior assembly next to the controller. Initiate the inclusion process at the controller. The lock may need to remain stationary for 60 seconds during inclusion.



Note: Some locks have an anti-tamper alarm that will sound if the interior is disconnect from the exterior. If this alarm is heard, perform the following:

- Remove the battery pack from the interior.
- Remove the exterior assembly from the door.
- Connect the cable from the exterior to the interior.
- Reinstall the battery pack.
- Perform the inclusion process while the interior and exterior are connected.





## **B** I can see the lock in my controller, but I can't control it from the controller.

There are no repeaters in the system.

Adding repeaters to your system may help communication between your lock and the controller, especially if they are far away from each other.

The repeaters were moved.

If any repeaters in the system were moved since adding the lock to the system, perform the "rediscover" process in your system's user interface.

The lock is in sleep mode.

If the lock has been unable to communicate with the controller after multiple attempts, it will go into sleep mode. Lock and unlock the door with a key so that the lock status transmits to the controller. If it still

does not communicate, perform the exclusion process. Then, perform the inclusion process again. If the problem persists, add a repeater if none presently exist in the system.

The light module or switch is not beaming capable.

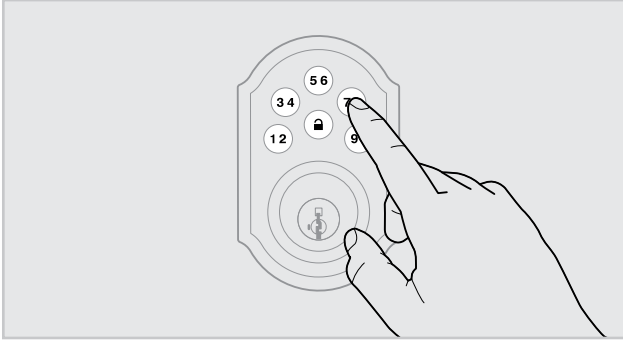
Ensure that the light module or switch in use is beaming capable.

## 4 Keypad

### A The keypad is unresponsive.

#### Keypad error test

Install a fresh set of batteries and turn switch #3 to the ON position. Test each button on the keypad (one at a time) and listen for a beep on each button press. If beeping is not heard on all buttons, contact Technical Support for further troubleshooting.



### B The Lock button does not lock the door.

No user codes are programmed.

If there are no codes in the lock, the lock button will not lock the door. Program at least one user code and test the Lock button again.

The door handing process was not executed.

Perform the door handing process, following the instructions inside the installation guide.

The latch is installed upside down.

See page 4.

The mounting plate is placing tension on the torque blade.

See page 5.

The clutch is disengaged.

See page 5.

## 5 Battery

### A The batteries drain within one day.

The lock must be replaced. Contact Technical Support.

### B The batteries drain within one week.

Keypad error.

See "Keypad error test" on page 10.

The Wireless Card LEDs are staying on.

Remove the battery pack, press and hold the program button for five seconds. Replace the battery pack. If the Wireless Card LEDs continue to stay on, contact Technical Support.

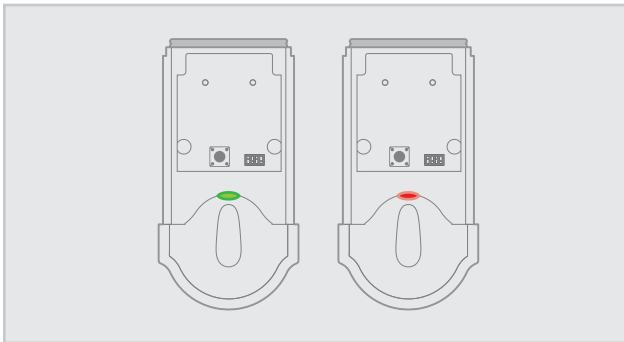
### C The batteries drain within a few weeks.

The Z-Wave/ZigBee user interface falsely reports a low battery.

If you receive an alert from your Z-Wave/ZigBee system indicating that the battery is low, confirm this is true at the lock. Turn on switch #1 so that the status LED flashes every six seconds. If the LEDs turn amber or green, followed by a red flash, the battery is low. If the red flash is not seen, the battery is not low. This is an error on the controller side that will often be fixed when the lock is manually locked or unlocked.

The Z-Wave/ZigBee controller's communication with the lock is draining the battery.

Exclude the lock from the controller. Put a new set of batteries in the lock. Operate the lock in stand-alone mode for a week. If the batteries drain within the week, the problem resides in the lock. If the batteries do not drain, the problem may be the controller. Call Technical Support.



The Z-Wave/ZigBee controller's ping frequency is too high.

Decrease the ping frequency from the controller to the lock to the lowest possible setting.